

Job Title: Business Operations Supervisor

Closing Date/Time: Continuous

Salary: \$47,902.40 - \$58,427.20 Annually

Job Type: Classified/Grant-Funded/Full-Time

Location: Phoenix, 85003, Arizona

Department: Human Services

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Position Overview

Benefits

Supplemental Questions

The purpose of this position is to plan, coordinate, implement and supervise business services projects, programs, staff, including unit resources. Develop and implement employer outreach programs and activities. Work with Workforce Development supervisors to identify program development opportunities, plan, organize and execute program implementation. Work with community partners, agencies, and associations to identify leveraging and resource sharing opportunities. Coordinate assessment and review of program design.

Position Qualifications:

Minimum education and/or experience:

Bachelor's degree in Business Administration, Marketing, Communications, or a related field and four (4) years of experience in Federal and State grant project administration/coordination OR project management/coordination. Must include two (2) years of experience in a leadership or supervisory capacity. Relevant experience may substitute for education on a year for year basis.

Preferred education and/or experience:

Two (2) years of experience in work with WIA (Workforce Investment Act) programs.

Knowledge, Skills, and Abilities:

Have knowledge of business and management principles involved in strategic planning, resource allocation, leadership techniques and program design and implementation. Have strong analytical skills and decision making skills. Have strong public speaking/presentation skills. Possess team building and leadership skills. Have the ability to use logic and reasoning skills to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Have the ability to multi-task; think independently, with strong time-management skills. Ability to negotiate and mediate contracts and projects. Have effective and professional written and verbal communications skills. Possess excellent interpersonal skills. Have strong attention to detail and able to complete projects in a timely manner. Be able to comprehend and act upon legislation, RFP/RFQ's, procurement processes, and contract requirements.

Specialized training, certifications, or other special requirements:

Must currently possess or have the ability to obtain a valid Arizona drivers license at time

of hire.

Preferred special requirements:

Bilingual in English/Spanish

NOTE: Degrees/credits must be from an academically accredited college or university as recognized by the U.S. Department of Education (USDE) or the Council for Higher Education (CHEA).

Essential Job Tasks:

Business Project Development and Implementation:

Supervise assigned staff and monitor their adherence to unit, Division, Department, and County policies and procedures. Conduct evaluations, corrective actions and recommendations for compliance/training as necessary. Work closely with the Business Account Coordinators to identify industry sectors, opportunities for WDD and the business unit. Provide structure, goals, and benchmarking to the Business Account Coordinators in efforts to yield responsible, efficient and effective performance for the County, Department, WDD, and the business unit. Ensure Business Account Coordinators perform regular program promotion/outreach, participate in weekly team meetings to plan, organize and implement strategies to execute unit objectives. Utilize AZ Job Connection (AJC) for data tracking and input as needed. Manage other grant resources as needed. Identify industry sector needs/trends in Maricopa County to develop specialized and customized training opportunities, maintain current labor market information that will benefit area employers and meet industry needs. Job fair development, cultivate and maintain public/private partnerships and management and conduct Labor Market Information research as needed. Work with Assistant Director to recommend and set strategic goals for the business unit, provide process improvement recommendations and communicate recommendations.

Business related grant coordination:

Coordinate collaborative efforts to develop grant project(s) with businesses and agencies within the community, and assist with grant development and writing. Develop and implement relationships with training providers, negotiating employer contracts to participate in various grant opportunities including, but not limited to the H-1B grant. Conduct outreach and recruitment activities. Work in conjunction with WIA One Stop Center staff to ensure that all projects meet the needs of customers and integrate services within the system. Maintain communication with Federal and State grantors, employers, training providers, and trainees. Compile and report annual evaluations and program results. Works closely with finance and the Business Services Manager to ensure the expenditures are correct and on target.

Selection Procedure:

The Maricopa County Human Resources Department reserves the right to admit to the exam process only those candidates considered to be the most highly qualified. Those selected will be scored based on evaluation of listed education and experience. The hiring authority will interview and select the successful candidate from a pool provided by Human Resources.